IOT Service Operations
SLA Compliance
Enterprise Level Agreements
For September 2006

Service Level Agreement	Target Performance	Current Performance	

Help Desk

Helpdesk Speed To Answer Calls	90% Calls Answered Under 60 Seconds	80%	🔴
Helpdesk Call Abandonment Rate	Less then 2% Abondoned *(Includes Voicemail)*	8.9%	🔴
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	91.67%	🟢
Random User Sampling Survey	95% Of Satisfied Customers	95.19%	🟢
Resolution Of Tickets On Time	90% Calls Resolved On Time (By Grouping)	89.51%	🟡

Account Management	8 Business Hours	95%	🟢
Applications	16 Business Hours	82.98%	🔴
Data Management	32 Business Hours	81.45%	🔴
Database	32 Business Hours	100%	🟢
Hardware	40 Business Hours	84.99%	🔴
Operating System	24 Business Hours	76.41%	🔴
Telecomm	12 Business Hours	95.45%	🟢

Server Administration

| Average Server Availability | Availability Mon-Fri 6am-6pm (99.9 %) | 99.4% | 🟡 |
| (Citrix, Exchange, Sharepoint and Web) | (Excluding Scheduled Maintenance) | | |

Network Administration

CAN Availability (Campus Area)	24x7 Availability (99.9%)	99.99%	🟢
WAN Availability (Remote Sites)	24x7 Availability (98.9%)	99.80%	🟢
	(Excluding Scheduled Maintenance)		

Account

New Network Account Requests	Creation Within 2 Business Days (99%)	99.27%	🟢
Disable Network Account Requests	Disabled Within 4 Business hours (98%)	97.24%	🟡
Privilege/Rights Change Requests	Change Within 8 Business Hours (97%)	78.38%	🔴

Project Management

| Complete By Promised Due Date | 90% Within 5% of Planned Project Duration | 94.44% | 🟢 |

🟢 In compliance
🟡 Within Tolerance
🔴 Out of compliance
⚪ Insufficient data available this month

Run Date   10/6/2006

IOT Service Operations

IOT SVC Ops Enterprise Compliance